

# Annual Report

## Talking Takes Off Speech and Language Therapist (SLT) - 0.6 WTE

### THE YEAR IN NUMBERS

**356** contacts have been made with  
**336** families for support and advice

There were **209** attendances at training sessions

There were **34** attendances at specialist  
network meetings



### UPDATES AND NEW PROJECTS

**Packages of Support:** The 'package of support' model means that a child's care is now temporarily closed once the family feel confident with current support in place for their child. Parents contact the SLT directly for the next step in support when needed. This means quicker access for families and more time released for the SLT.

**Communication Ambassadors:** We are rebranding the ICAN volunteers into a new Communication Ambassador role run in conjunction with Flying Start volunteering. This will allow messages to be spread throughout our communities.



### LITTLE TALKERS

107 families have been supported in face to face and virtual groups

Outcome:



■ Package of Support ■ Core SLTy  
■ NFA ■ Follow up

### ONE TO ONE ADVICE

193 families have been supported in 201 face to face, phone or video contacts

Outcome:



■ Package of support ■ Core SLTy support  
■ NFA ■ Little Talkers

### EARLY ADVICE SESSIONS

48 families have been supported who did not require specialist level input.

Outcome:



■ Redirect to referral ■ Offer one to one  
■ Little Talkers ■ NFA

### TRAINING OFFERED

#### Talking Takes Off universal training

Pre-recorded version is now available as requested by practitioners. Termly live sessions continue to be offered.  
**116 practitioners have attended the training this year.**

#### TTO Champions train the trainer

Practitioners are trained to cascade information back to wider colleagues and take on the specialist, champion role.  
**10 practitioners have attended the training this year.**

#### Lift Off To Language for 2s and Lift Off To Language (3-5s)

Practitioners trained to independently run language support groups in setting. Follow up accreditation meeting required.  
**40 practitioners have attended LOTL for 2s training this year**  
**43 practitioners have attended LOTL (3-5s) training this year**

### COMMUNICATION CHAMPIONS NETWORKS

#### Champions network meeting

Termly virtual network meetings are held, focusing on a main theme with training and resources, alongside group chat.  
**23 champions attended network meetings 34 times this year.**

#### NEW! Champions coffee and connect

As a result of feedback from the champions and LA colleagues, we have introduced a termly face to face peer supervision and network meeting. This session aims to encourage group support, pooling knowledge and group problem solving.  
**"I learnt so much today, it was great to see people in real life and have the time and space to share ideas. I look forward to the next one!"**

### THE YEAR AHEAD

New funding to the team and the new Family Hubs will allow us to greatly expand services offered in the year ahead. The initial priority will be to expand the Early Advice Sessions to allow open access advice for all families looking for support. The systems are in place for this and as soon as we have capacity it can be actioned. We will also be able to offer follow up support to families to ensure that advice given is embedded in the child's everyday life, enabling maximum impact. With the new Family Hubs in place, we can look to review the pathways of support to ensure that all families have access to early advice when they need it and professionals have access to the best quality support and resources.

# INTERVENTIONS AND OUTCOMES

## EARLY ADVICE SESSIONS

Children who have not been accepted into the core SLT service but would benefit from targeted support for their communication needs are redirected to receive an Early Advice Session.

Parents receive a booking link and choose their slot for a 15 minute telephone advice call. This allows concerned parents to access advice and discuss concerns and a plan of support is agreed.

This year, most families have been signposted to attend Little Talkers as a first step, showing the need for this group. A follow up face to face appointment is offered if further information is needed on the child's skills. Often advice to meet the child's needs can be offered in the call and no further action is needed. Occasionally when speaking to the parent it appears that the referral information did not reflect the child's needs and support from the core service is needed. In this case the SLT can transfer back immediately.

The sessions are limited to those redirected at triage due to capacity. We look forward to opening this up to all families with increased capacity in the team.



## ONE TO ONE ADVICE

The 0-19 team can request a one to one, face to face appointment for children who require more specific support than Little Talkers but don't meet criteria for a referral to core SLT service, or for families who need an interpreter. Families also receive support by phone or face to face as needed as a follow up for an Early Advice Session, a review of support in place or to start a new package of support.

Families always receive an email summary of their child's needs and advice strategies to use after a face to face appointment. If they have had multiple appointments, a report will be written that can be shared with wider professionals working with the child.

Most families are able to have their current needs met with a package of support within the appointment with no further immediate action needed.

# INTERVENTIONS AND OUTCOMES

## LITTLE TALKERS

Little Talkers offers virtual and face to face group options. The SLT visits the final session to offer one to one advice for families and discuss next steps.

Most families receive the immediate advice they need through the group and the SLT. They are then advised to return for further support as needed.

If the child needs further immediate support from the SLT core service, for example of there are social communication needs, a direct transfer can be made to request an assessment appointment.

Many children make progress during the group and in this instance no further support or advice is needed for the family.



## CASE STUDY

C's family were offered an Early Advice Session when a referral into core SLT services was redirected. His parents expressed their anxieties over his communication development, particularly considering a family history of communication needs. Specific strategies were advised in the telephone call and parents were asked to try these for three months and monitor progress. Mother reported she felt reassured by the call and confident in trying the strategies as advised.

After three months, the family felt they were ready for the next stage in support and contacted the SLT directly. A telephone appointment was arranged within two weeks where C's mother was able to discuss how they were using the advice given and C's progress. At this point a face to face appointment was offered to assess C's skills in person and plan the next stage in support. This appointment was scheduled within 2 weeks of the call. C attended with both parents and his current communication skills were assessed. The next stage in strategies and specific targets were discussed with parents and modelled in the session. Parents were confident in using the advice at home and working towards the targets set. They were thankful of the support and reported their anxieties were easing. Once C has met the current targets, if the family feel they still need further support they can again return directly to the SLT.

C does not require specialist level support from the core SLT service, however through the Talking Takes Off SLT his family were still able to receive specific advice and support to meet his needs and a space to discuss their concerns and reduce their anxieties. C's skills are progressing well and he may not need further support.



# INTERVENTIONS AND OUTCOMES

## SUPPORT FOR PROFESSIONALS

**Universal Training:** Feedback from practitioners told us that three years after Talking Takes Off began and many originally accessed training, there was an appetite for a refresher training and an option to bring staff groups together to review practice as a team. In August 2022 we recorded a video version of the universal training that can be accessed within a staff meeting with opportunities for group activities, or as sole learning if a practitioner cannot attend a live session. This has been a popular option for may to ensure that they are keeping up to date with their knowledge and skills and feedback has been very positive.



**Talking Take Off Champions:** The champions networks have strong attendance from a range of professionals who continue to cascade messages back to their teams. Each network meeting has a different focus which is requested by the champions themselves. We have introduced a coffee and connect face to face session after their feedback that sometimes networking and sharing ideas can be invaluable. This is a new way of working after being virtual for so long, however it has been very popular with those who have attended. The initial champions training has seen a decline in attendance this year so we will review the advertising next year.

**Lift Off To Language:** This year we have promoted the two versions of Lift Off To Language as a practical tool and resource for our settings. We have had a positive response to this with some excellent support groups now being run independently across our settings to support children's speech, language and communication development.

**Online training – Using the Communication and Language Toolkit and Talk For All:** These pre-recorded and online training sessions continue to be available. This coming year we will look to re-record and promote the toolkit training and review how we can use Talk For All to offer a higher level of training to our practitioners.

## FEEDBACK FROM TRAINING

“The course was very informative; I really enjoyed it and feel more confident. I am looking forward to attending more courses to further expand my knowledge thank you so much. You all were fantastic.”

“Very valuable and engaging training. Can't wait to use it with the children.”

“I really enjoyed this course and felt the hosts /trainers done a fantastic job in keeping me engaged in the course as I felt I learnt quite a lot today and will be putting it in practice when I return to work tomorrow fantastic training thank you.”

“This was a very informative session and I learnt a lot about the importance of language and the impact it has on the future of our children.”